

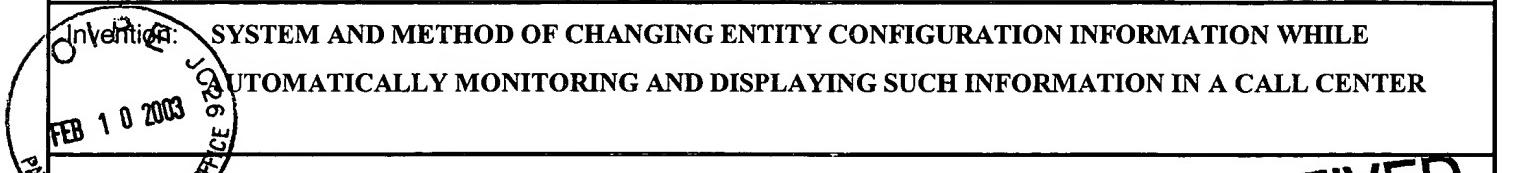
2642

AMENDMENT TRANSMITTAL LETTER (Large Entity)

Applicant(s): Eric James

Docket No.

6065-77526

Serial No.
09/584,306Filing Date
May 31, 2000Examiner
Nguyen, Quynh H.Group Art Unit
2642TO THE ASSISTANT COMMISSIONER FOR PATENTS:

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	52 -	52 =	0	x \$18.00	\$0.00
INDEP. CLAIMS	3 -	3 =	0	x \$84.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00

- No additional fee is required for amendment.
- Please charge Deposit Account No. in the amount of
A duplicate copy of this sheet is enclosed.
- A check in the amount of to cover the filing fee is enclosed.
- The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 03-2470
A duplicate copy of this sheet is enclosed.
- Any additional filing fees required under 37 C.F.R. 1.16.
- Any patent application processing fees under 37 CFR 1.17.

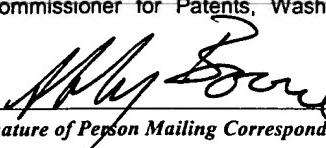


Signature

Dated: February 5, 2003

Jon P. Christensen
Reg. No. 34,137

I certify that this document and fee is being deposited on 02/05/2003 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.



Signature of Person Mailing Correspondence

Abby Boone

Typed or Printed Name of Person Mailing Correspondence

CC:



77526

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

SP3 /Amotz A
2/18/03
PATENT A.S.
entered

Applicant: Eric James Art Unit: 2642

Serial No.: 09/584,306

Filed: May 31, 2000

For: SYSTEM AND METHOD OF CHANGING ENTITY
CONFIGURATION INFORMATION WHILE
AUTOMATICALLY MONITORING AND DISPLAYING SUCH
INFORMATION IN A CALL CENTER

Attorney
Docket No.: 77526

RECEIVED
FEB 12 2003
Technology Center 2600

AMENDMENT A

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action of January 2, 2003,
please amend the above-identified application as follows:

In the claims:

Amend claim 1 to read as follows:

1. (Once Amended) A method of changing entity configuration information in a call center comprising the steps of:
~~automatically monitoring entities in the call center;~~
~~selecting an entity in the call center; and~~

By
Cont